

# W.I.N.G.S.: ELEVATING AVIATION WORKFORCE MANAGEMENT

*A unified solution for smarter scheduling, efficient compliance, and measurable results*

Organizations across the aviation industry grapple with inefficient, outdated scheduling solutions that are often manually supplemented and siloed from their growing tech environment. These tools create operational challenges, complicate workforce engagement, and don't provide enough insights for leaders to make strategic decisions, all of which can lead to lost revenue. Companies need a solution that can help them better prepare for labor contract negotiations, workforce demands, and market shifts.

Designed with the aviation industry's unique needs in mind, we built the **Workforce Intelligence Next-Gen Solution (W.I.N.G.S.)** to help aviation organizations simplify and streamline the workforce management process—making scheduling, time tracking, and contract planning easier and more efficient. This innovative, centralized solution is transforming the end-to-end workforce management lifecycle, helping teams save time, boost revenue, and create a better experience for all. It's a smarter, future-focused way for aviation organizations to tackle their daily challenges.

## A FLIGHT PLAN FOR SUCCESS

By combining the power of Amazon Web Services (AWS), Infor, and ServiceNow with Deloitte's deep industry experience, we created a mobile-friendly platform that brings all aspects of aviation workforce scheduling in one solution. Now, employees can easily bid for shifts or vacation time, swap shifts with colleagues, and request time off—all from one place. Payroll calculations are also automated, more accurate, and easily auditable, which can help eliminate headaches and save valuable time.

But W.I.N.G.S. goes beyond day-to-day scheduling—it can also be a game-changer for union negotiations and contract planning. With its advanced capabilities, organizations benefit from:



### Employee-first user experience

Automated approval workflows and mobile-first design make bidding, swaps, and trades easy for employees on-the-go, driving an improved employee experience.



### Built-in analytics and scenario modeling

No more time-consuming data exports and spreadsheets. Quickly assess the impact of proposed changes and run what-if analyses in real time based on actual historical time calculation data to support smarter decision-making during collective bargaining events.



### Seamless compliance

Automated checks help organizations stay aligned with aviation regulations, company policies, and various collective bargaining agreements (CBAs), reducing risk and administrative burden.

With these features, teams can spend less time managing complexity and more time focusing on what matters most: serving customers and supporting employees.

# W.I.N.G.S. IN ACTION

A top 10 global airline engaged Deloitte to help it tackle complex employee scheduling—balancing flight schedules, time limits, and staffing needs. By automating shift swaps, vacation bidding, and payroll integration, the airline:

- Saved 10,000+ hours annually through automation and multi-swap capabilities
- Eliminated approval delays—moving from 4 to 5 days to real-time
- Improved experiences for 16,000+ employees across 74 stations, with expansion underway
- Executed 300,000+ swaps within a year of going live

Deloitte's fit-for-purpose solution delivered measurable results, helping the airline improve employee satisfaction and drive operational efficiency.

## THE DELOITTE DIFFERENCE: INDUSTRY-LEADING EXPERIENCE AND VISION

Why choose Deloitte's aviation workforce management solutions and services?

- **Built for aviation:** W.I.N.G.S. is a Deloitte-architected solution, not just a technology implementation. We leveraged our deep industry experience and extensive network to build an efficient solution that helps the industry address a core issue.
- **One-of-a-kind integration:** Our knowledge of aviation; workforce management capabilities; and alliances with AWS, Infor, and ServiceNow make us well-positioned to help clients get more from what they already use—and bring it all together as a cohesive solution.
- **Demonstrated value:** Our solution delivers results for major airlines and helps clients realize more value from their existing technology.

# W.I.N.G.S. AT A GLANCE

An innovative, end-to-end workforce management solution architected by Deloitte and powered by technology from AWS, Infor, and ServiceNow. This single, cohesive solution helps streamline the complex workforce management lifecycle with features designed specifically for aviation, including:

- Shift and vacation bidding
- Shift trading and swapping, including a shift billboard and time-off requests
- Time and gross pay calculation
- "What-if" cost analysis, helpful in CBA negotiations
- Compliance with aviation regulations and CBAs
- Single point of mobile access for schedules, pay, and more

## GET STARTED

The results speak for themselves. Airlines using W.I.N.G.S. have seen millions in operational savings, smoother negotiations, and a more unified experience for employees across every role—from pilots to ground crew to catering. By harmonizing technology and processes, W.I.N.G.S. helps aviation organizations not just keep up, but get ahead—delivering better outcomes for their people and their bottom line.

When you're ready to improve aviation workforce management, we're here to help you make it a reality.

## CONTACT US

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